



## Contact

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Keranihat, Satkania, Chittagong.

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## Education

### Executive M.Sc. in Computer Science

Department of Computer Science & Engineering  
Comilla University || 2025

### B.Sc. in Computer Science & Engineering

Department of Computer Science & Engineering  
Port City International University || 2022

### Higher Secondary Certificate

Group: Science  
Bandarban Govt. College || 2016

### Secondary School Certificate

Group: Science  
Digor Pankhali High School || 2014

## Expertise

- IT Support Service & Technician.
- MS Office—Microsoft Office 365, Word, Excel, PowerPoint.
- Software Installation and Operating System Setup.
- Network Connection, Hardware Maintenance, and Troubleshooting.
- CCTV camera system setup & maintenance (DVR & NVR).
- Install configure biometric attendance machines.
- Laptop, desktop, and printer maintenance, setup, configuration, and installation.
- IT System Management.
- website design and digital marketing.
- Support ICT Equipment.
- Install and configure windows server 2012.
- Network device configuration & management (MicroTiK, Switch, Router, CCNA).
- Network concepts (routing and switching).
- IP Address and Subnetting.
- Network monitoring & security.
- Provide technical support.
- Identify & resolve network issues.
- Graphic Design (Canva design).
- Wi-Fi & access point configuration.
- Remote Support (TeamViewer, AnyDesk).
- TCP/IP, DNS, DHCP, NAT.
- IT Documentation & Reporting.
- IP Phone Configuration & Troubleshooting.
- Manage and maintain computer systems
- Web Design and Development

# Shonkor Das

## Career Objective

To secure a challenging IT Support Engineer position where I can utilize my expertise in computer hardware, software troubleshooting, network configuration, and system maintenance to deliver efficient, secure, and reliable IT solutions. Committed to providing exceptional technical support, optimizing system performance, and contributing to the organization's productivity and technological growth.

## Work Experience

### IT Officer, || Oct, 2025 - Till now.

Chevron Clinical Laboratory (Pte.) Ltd. | Keranihat, Chattogram.

#### Job Responsibilities

- IT Support Service & Technician.
- Software Installation and Setup.
- Windows Setup.
- Computer hardware maintenance and troubleshooting.
- Network connection, configuration, and troubleshooting.
- Server maintenance.
- Graphic Design.
- CCTV camera system maintenance.
- Attendance machine maintenance.
- Manage and maintain computer systems.
- Provide technical support for hardware, software, and connectivity issues.
- Monitor system performance and ensure data security and backup.
- Support staff with IT-related training and troubleshooting.

### IT Officer, || Dec, 2023 - Feb, 2025.

BFC Food Products Ltd. | Idris Tower, Goal Pahar Circle, GEC, Chattogram.

#### Job Responsibilities

- IT Support Service & Technician
- Software Installation and Setup.
- Windows Setup.
- Computer hardware maintenance and troubleshooting.
- Network connection, configuration and troubleshooting
- Document Created.
- Graphic Design.
- CCTV Camera system maintenance, etc.

### Lecturer, CST, || Feb 2023 - Nov 2023.

Gasul Azam Maizbhandari Polytechnic Institute | Fatikchari, Chattogram.

#### Job Responsibilities

- Computer Trainer.
- Computer hardware maintenance and troubleshooting.
- Install components to build, repair, or upgrade a computer.
- Network connection and troubleshooting network connectivity.
- IT System Management etc.

## Language

- **Bangla:** Good command as native.
- **English:** Proficiency in Listening, Speaking, Reading, and Writing.

## Key Skills

Creativity	<div><div></div></div> 90%
Critical Thinking	<div><div></div></div> 90%
Communication	<div><div></div></div> 80%
Adaptability	<div><div></div></div> 90%
Active Listening	<div><div></div></div> 90%
Teamwork	<div><div></div></div> 90%

## Working Performance

ChatGPT, Gemini, DeepSeek	<div><div></div></div> 90%
MS Word	<div><div></div></div> 90%
MS Excel	<div><div></div></div> 90%
MS PowerPoint	<div><div></div></div> 90%
IT Support Service	<div><div></div></div> 90%
Graphics Design	<div><div></div></div> 85%
E-Content	<div><div></div></div> 70%

## Project:

### Final Year Project (B.Sc. in CSE)

I am developing a website to support the clothing business within the country and abroad.

### Final Year Project (M.Sc. in CS)

I am developing a website to streamline product purchasing for corporate offices, educational institutions, and factories.

## Achievements & Certification

Course Name	Institute
CCNA & MikroTIK (Running)	PING-BD
Google IT Support Professional	Coursera
National Skill Certificate-I IT Support Technician, NTVQF Level-I	Bangladesh-Korea Technical Training Center, Chattogram.
National Skill Certificate-III IT Support and Service, NTVQF Level-III	Bangladesh-Korea Technical Training Center, Chattogram.
Computer Operation Level-3	A.K.Khan UCEP TVET Institute
Operating Systems	CISCO Networking Academy
Networking Basics	CISCO Networking Academy
Computer Hardware Basics	CISCO Networking Academy
Computer Basics and ICT Applications	Department of Youth Development, Cox's Bazar
Excel for Professionals	Bangladesh Youth Leadership Center(BYLCx)
System Administration	Coursera
CompTIA A+	Alison
Foundations of Cybersecurity (Google)	Coursera

## Reference

### Dr. Mahmudul Hasan

Associate Professor & Department Head  
Comilla University

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### Engr. Sattagit Barua Akash

Manager, Head of Network Operations.  
Digital Dot Net (DDN).

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